

## Electronic Acknowledgement Receipt

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| <b>EFS ID:</b>                              | 9520838  |
| <b>Application Number:</b>                  | 10735470   |
| <b>International Application Number:</b>    |  |
| <b>Confirmation Number:</b>                 | 4313   |
| <b>Title of Invention:</b>                  | Method and apparatus for providing integrated customer care and work-flow management |
| <b>First Named Inventor/Applicant Name:</b> | Anand R. Kumar   |
| <b>Customer Number:</b>                     | 27128  |
| <b>Filer:</b>                               | Mark E. Stallion/Jennifer Birmingham   |
| <b>Filer Authorized By:</b>                 | Mark E. Stallion   |
| <b>Attorney Docket Number:</b>              | 717841.4   |
| <b>Receipt Date:</b>                        | 24-FEB-2011  |
| <b>Filing Date:</b>                         | 12-DEC-2003  |
| <b>Time Stamp:</b>                          | 10:39:02   |
| <b>Application Type:</b>                    | Utility under 35 USC 111(a)  |

### Payment information:

|                        |    |
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| Submitted with Payment | no |
|------------------------|----|

### File Listing:

| Document Number | Document Description                      | File Name                       | File Size(Bytes)/Message Digest                       | Multi Part/.zip | Pages (if appl.) |
|-----------------|---|---------------------------------|---|-----------------|------------------|
| 1               | Letter Requesting Interview with Examiner | FebExaminerInterviewRequest.pdf | 611028<br>a039a5e21c542db4471f5aa9cdd3ef6de33<br>66e7 | no              | 1                |

### Warnings:

### Information:

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**New Applications Under 35 U.S.C. 111**

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

**National Stage of an International Application under 35 U.S.C. 371**

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

**New International Application Filed with the USPTO as a Receiving Office**

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.